

Child Care Business Information Solution (CCBIS)

Frequently Asked Questions

1. What is the Child Care Business Information Solution?

The Child Care Business Information Solution, known as CCBIS, is Missouri Department of Social Services' new solution for providers who offer child care for families who receive state subsidy. CCBIS is a solution for providers. Some benefits of using CCBIS include:

- All-in-one solution for providers to track both subsidized and private pay attendance information.
- Allows parents to easily see benefit information.
- Offers an easy way for providers to message parents.
- Allows viewing remittance information.
- Attendance information is tracked in real time.

2. What software products are used with CCBIS?

- **KinderConnect** – Web-based portal where parents and providers can login and manage attendance. Providers can use KinderConnect to manage their business. Parents can use KinderConnect to review attendance, manage sponsors and approve attendance transactions. KinderConnect can be accessed on any computer or tablet with an internet connection and a browser (such as Chrome, Edge or Safari).
- **KinderSign** – Tablet based application where parents can check children in and out of care, approve pending attendance, approve sponsors, and review benefit information. Providers can use KinderSign to check children in and out of care if they provide transportation services. KinderSign will be pre-installed on tablets provided by DSS. If you choose to use your own tablet, KinderSign

can be downloaded in the Apple App Store and Google Play Store. KinderSign is compatible with Apple and Android devices. KinderSign will not work on Kindle Tablets.

- **KinderSmart** – Smartphone based application parents can use to check children in and out of care. Parents will also be able to view benefit information and approve pending attendance from KinderSmart. KinderSmart can be downloaded in the Apple App Store and Google Play Store. KinderSmart is compatible with Apple and Android smartphones. Mobile internet or WiFi are required to use KinderSmart.

3. What is a Sponsor?

A sponsor is a person who is authorized to pick up or drop off a child for care at a provider. For subsidy cases, one primary parent will be in the system. All other sponsors must be added by the provider or parent. Sponsors are added in KinderConnect.

4. Will I have to purchase any equipment to use CCBIS?

We recommend that provider have wireless internet (Wi-Fi) which would allow parents to use the tablet to sign children in and out of care. If this is not possible, provider will need to access wireless internet on a regular basis to sync the tablet. Public Wi-Fi can be used. Typically, public libraries provide free public Wi-Fi. Other than internet, one tablet and tablet stand for every 30 children enrolled will be provided. No other hardware will be required.

5. How will I receive my package with the tablet and stand?

A tablet or tablets will be hand-delivered to your facility or home. A week or two prior to delivery, a member of the CCBIS Support Center will contact you by telephone to provide information, obtain details of your child care facility, and to verify your address. Delivery will be scheduled during a two-

hour period of time. We ask that you schedule your delivery for a time you are not directly providing care to children.

6. Who will be delivering my tablet or tablets?

You can visit the CCBIS Information Site to see a list of drivers and their pictures. The driver will also have a CCBIS photo name badge to prove their identity. If you are unsure, you can always contact the CCBIS Support Center at 833-866-1709.

7. What can I expect when someone comes to my home or facility with the tablet?

The driver will spend about 45 minutes onsite at your home or facility providing training on how to use KinderSign and helping you get started. The driver will register your first device.

8. How many tablets will I receive?

Each provider may receive one tablet for up to every thirty children enrolled in care at the time of delivery. Additional tablets will be provided to facilities that offer transportation. The number of children enrolled in care at the time of delivery includes all children in your facility, subsidized and private pay children.

9. What if my enrollment changes after delivery?

If your child enrollment changes after your tablet or tablets have been delivered, you can contact the CCBIS Support Center. Extra tablets can be returned to the CCBIS Support Center. Additional tablets will be mailed to your facility.

10. Do you need Wi-Fi to use the new system?

Wi-Fi (wireless internet) is required to see updated authorizations for child care subsidy eligible children, to manage attendance for children in your

facility and to submit attendance for payment for child care subsidy services. You will be required to obtain and maintain Wi-Fi connectivity at your facility or at the home where care is provided. If you cannot obtain Wi-Fi at your facility or at the home where care is provided, you may be granted a waiver and you will still be able to use the tablet to capture attendance. You will be required to connect the tablet to Wi-Fi at least once a week to sync attendance. Public or personal Wi-Fi can be used. Wi-Fi is required to set up the tablet for the first time.

As an alternative, you can purchase a Micro-USB to Ethernet Converter to plug your tablet directly into the internet. This may be a good option if you have high-speed internet but do not have a wireless router.

11. Is there a longer cable available to charge my tablet?

Yes. A longer charging cable can be purchased at most stores with an electronics department. The Android tablets are charged with a Micro-USB cable. If you have any questions, contact the CCBIS Support center at 833-866-1709.

12. How are children and parents/sponsors added to the system?

Children eligible to receive child subsidy and their primary parent will automatically be added. Providers need to make sure the primary phone number is correct for the primary parent. All other sponsors (those authorized to check children in or out of care) and their phone numbers must be added by providers. The primary parent will be required to approve all additional sponsors.

13. Can I use the system to track the attendance of children who do not receive subsidized child care?

Yes, you will be required to use the system to track attendance for all children in care. Private pay information will not be transmitted to DSS.

14. Is there any training material available for parents?

Yes, parent specific webinars and training documentation is located on the Missouri CCBIS Information Website: www.ccbismo.info/parents.

15. Is there any training material available for providers?

Yes, provider specific webinars and training documentation is located on the Missouri CCBIS Information Website: www.ccbismo.info/providers.

16. What attendance must be approved?

All attendance entered by a provider must be approved by the primary parent. The primary parent must approve all additional sponsors. If the primary parent did not approve a sponsor, the unapproved sponsor's attendance must also be approved by the primary parent.

17. How will I submit my attendance for payment?

You will continue to be paid monthly.

- Attendance can be submitted after the end of the month.
- Attendance can be submitted on the first day of the following month.
- Attendance cannot be submitted early.
- Attendance must be complete, valid and approved.
- All times entered by a provider must be approved by the primary parent.

18. Who can I contact for more information about CCBIS?

You can contact the CCBIS Support Center at 833-866-1709.